



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Odin Telephone Exchange, Inc.
Fairpoint Communications / Odin Telephone Exchange, Inc.
for quarter ending December 31, 2013

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.00	3.60	4.00	3.53
B. Operator Answer Time - Information [730.510(a)(1)]	4.52	8.55	9.90	7.66
C. Repair Office Answer Time [730.510(b)(1)]	22.00	22.00	27.00	23.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	19.00	29.00	47.00	31.67
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.65	3.36	1.64	2.55
H. Percent Repeat Trouble Reports [730.545(c)]	5.88%	9.59%	0.00%	5.16%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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